

Annual 64.2009(e) CPNI Certification for 2008

FEB 27 2009

Date filed: February 25, 2009

FCC Mail Room

Name of company: Velocita Wireless, LLC d/b/a SkyTel
Covered by this certification:

Form 499 Filer ID: 827301
Name of signatory: Mark Hull
Title of signatory: CEO

I, Mark Hull, certify that I am an officer of SkyTel division and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 CFR Section 64.2001 et seq.

- SkyTel takes security of data seriously and has reasonable physical, logical, network, and system, application, and data security measures in place to protect CPNI data. SkyTel maintains and follows an information security policy that includes network security, outlines access restrictions, maintains unique IDs for each person with computer access, regular network scans, intrusion detection systems, firewall restrictions, restricting physical access, and regular testing of security systems and processes. It has a system whereby the status of a customer's CPNI approval can be determined prior to the use of CPNI.
- SkyTel follows procedures in servicing customers which include validating passcodes on individual accounts, validating account contact information, requesting signed document to e-mail address on record prior to release of customer specific data, and servicing customers with dedicated account representatives. It continually educates and trains its employees regarding the appropriate use of CPN, and has established disciplinary procedures should an employee violate the CPNI procedures established.
- With specific reference to section 64.2005(a), "telecommunications carriers may use, disclose, or permit access to CPNI for the purpose of providing or marketing service offerings among the categories of service to which the customer already subscribes from the same carrier, without customer approval." SkyTel is a provider of a single category of service (CMRS – specifically paging and did not market directly or indirectly any other telecommunications related services in 2008) and therefore is free to use, disclose or permit access to CPNI in order to provide or market CMRS service offerings to its customers without customer's approval. Hence, I respectfully submit that SkyTel has no obligation to have systems in place to track customer approvals or to notify customer of such use. However, should such marketing occur, SkyTel will maintain a record of any and all instance where CPNI is disclosed pro provided to third parties, or where third

parties are allowed to access CPNI. Additionally, SkyTel has established a supervisory review process regarding compliance with the CPNI rules with respect to outbound marketing situations and maintains records of carrier compliance for a minimum period of one year. Specifically, SkyTel's sales personnel must obtain supervisory approval of any proposed outbound marketing requests for customer approval regarding it CPNI, and has a process to ensure that opt-out elections are recorded and followed.

- The company has not taken any actions (proceeding instituted or petitions filed by a company at either state commissions, the court system, or at the commission) against data brokers in the past year.
- The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.
- Additionally, attached to this certification as Exhibit A is an accompanying statement explaining how the company's operations address pretexting concerns.
- Accordingly, SkyTel's operations are in full compliance with the CPNI rules with the exception of notifying customers about changes to their online account passwords, which will be remedied in an expedient manner.

Signed: _____

Dated: _____

2-26-09

Exhibit "A"

- 1) Telephone initiated Account Access – release of call detail information can be released to persons who call into the carrier's customer service number only under these circumstances:
 - a. The person provides the carrier with the customer's pre-established password
 - b. Sending the call detail information to the customer's address of record
 - c. Calling the customer's telephone number of record and disclosing the call detail information

SkyTel requires the customer to disclose their pre-established password before providing any call detail information. Please note that SkyTel does not offer voice telecommunication services and hence does not have call detail information in the traditional sense. SkyTel does have access to customer's paging messages and SkyTel takes security and confidentiality of these messages seriously and will not disclose this information without verification of pre-established password and/or a signed document from the customer sent to customer's e-mail or fax number on record.

- 2) Online Account access – Carriers who provide online account access must employ password protection for access to the accounts. The carrier cannot rely upon "readily available biographical information" (e.g. social security number, mother's maiden name, etc.) or "account information" (e.g. account number) for access to CPNI. All carriers must appropriately authenticate both new and existing customers, but are not required to re-initialize existing passwords as long as online access is not based upon readily available biographical information or account information.

SkyTel fully satisfies this requirement.

- 3) Retail Location Account Access – CPNI can be provided if the customer presents a valid photo ID and the valid photo ID matches the name on the account.

Not applicable as there are no SkyTel retail locations.

- 4) Notification of Account Changes – Carriers must notify customers immediately of certain account changes including whenever a password, customer response to a carrier-designed backup means of authenticating, online account or address of record is created or changed. This notification may be done by a carrier originated voicemail or text message to the telephone of record or by mail to the address of record.

SkyTel's online account management tool ("OLAM") allows customers to access their account in accordance with item 1 above, but the tool does not currently notify customers after the fact of any changes, either via e-mail or voicemail. Efforts are underway to modify the OLAM tool to incorporate a notification to the user of changes processed through the tool.

- 5) Business Customer Exception – The rules do not apply if the carrier's contract with a business customer is serviced by a dedicated account representative as the primary contact and the contract specifically addresses the carrier's protection of CPNI.

Not applicable because some, but not all, of SkyTel's customers are business accounts with dedicated account representation.